

A Picture is Worth a Thousand Words

Is there an unsightly, problem area in your neighborhood that's too big for you to handle? Have you reported a sanitation problem to the Citywide Call Center (202-727-1000) yet the problem persists? The Office of the Clean City recommends that you take a picture. If taken correctly, the pictures you take can get your point across more effectively than words alone. As they say, a picture is worth a thousand words.

HERE ARE THE STEPS THAT YOU SHOULD TAKE:

1. Submit a service request to the Citywide Call Center by calling 202-727-1000, or submit it online at www.src.dc.gov . Be sure to record and retain the service request tracking number and the date you submitted the request.
2. If the problem appears to be on private property, submit your request by calling 202-442-4610 or submit it online at www.dkra.dc.gov .
3. Email your picture(s), the service request tracking number, the location or address where the problem exists, and a description of the ongoing problem to CleanCity@dc.gov .

These pictures were taken and submitted by a resident reporting an illegal dumping and sanitation problem creating a rat harborage.



TIPS FOR TAKING PICTURES:

- Be sure to take the picture at an angle that shows a clear view of the problem along with the building address or location.
- Zoom in on the subject so that objects can be easily identified.
- Take pictures from more than one angle.
- Be sure there is sufficient light for taking pictures. You may need to use a flash and stand within ten feet of the subject.